

The City Of

LONG BEACH

BUSINESS INFORMATION SYSTEMS OFFICER



LONG BEACH — THE COMMUNITY

Majestically located on the Pacific Ocean south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 491,564) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary, West Coast Hockey League's Ice Dogs, and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions, serve to draw over four million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College.

While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. As the fifth largest city in California, Long Beach has been referred to as the "most diverse city" in the country by *USA Today*. Priding itself on the depth of its integrated ethnic diversity, the City is home to the largest Cambodian population outside of Cambodia. The majority of residents are widely represented by Hispanic (53.8%), Caucasian (33.1%), African American (14.5%) and Asian (11.9%) populations.

The Port of Long Beach is the busiest on the West Coast, handling 5.7 million containers in 2004, making it the nation's largest container port. In April 2003, Long

Beach welcomed the first cruise ship to its new passenger terminal. The City also has its own full-service airport. It is rapidly becoming a favored travel-friendly alternative to other Los Angeles/Orange County airports by offering preferred flight schedules, carriers, and overall accessibility. In addition, Los Angeles' rail transit system, the Metro Blue Line, has numerous stops within the City and throughout the region.

Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. Known for its livable and desirable neighborhoods, America's Promise Alliance named Long Beach as one of the 100 Best Communities for Young People in 2005. The City consists of more than 163,000 households and over 32 percent of the population is under the age of 20. The median family income is slightly under \$40,000, however, nearly 25 percent of families earn more than \$75,000 per year.



CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. Mayor Beverly O'Neill also currently serves as President of the U.S. Conference of Mayors.

In addition to all traditional municipal services, the organization also includes the enterprise operations of the airport and the port, as well as being one of only

three cities in the state to have its own Health and Human Services, Water, Gas and Oil Properties Departments. The City Council is assisted by various commissions. Commissioners are nominated by the Mayor and approved by the City Council. The Civil Service Commission, Board of Water Commissioners, and Board of Harbor Commissioners oversee the operations of their respective areas.

The City Council appoints a City Manager to oversee the administration of 14 City departments, excluding those under the direction of a separately elected official, Board or Commission. The City is supported by a total budget of approximately \$2



billion, including a FY05-06 General Fund budget of \$362 million. Approximately 5,600 employees comprise the City's workforce with most represented across nine bargaining units.

TECHNOLOGY SERVICES DEPARTMENT

The Technology Services Department has approximately 145 full-time equivalent budgeted positions and a budget of \$36.1 million. The Department is organized into four bureaus: Infrastructure Services, Business Information Services, Customer Service and Operations Support. Technology Services oversees the administration of more than 100 business applications, 3,700 PC workstations and printers, and 7,000 communication devices and provides support in the form of end user computing support, application development and deployment, telecommunications, video communications, and data processing to a broad range of clients, including City Departments, the City Council and the general public.

BUSINESS INFORMATION SYSTEMS OFFICER

The Business Information Systems Officer reports to the Manager of the Business Information Systems Bureau, and oversees the Business Information Systems Division. The Division is currently comprised of 28 budgeted positions with an annual budget of \$4.5 million. The Officer is responsible for planning, acquisition, deployment, and project

management support of departmental and citywide computer-based systems. These business information systems include, but are not limited to, financial management (e.g., general ledger, purchasing, cashiering, billing, accounts receivables and payables), human resources management and payroll, workers' compensation, public safety, geographic information, land management, customer relationship management, and work order management. One major project that will be an immediate responsibility of the new Officer is a \$3.5 million project to upgrade the City's permitting, inspections, and business license system. In addition, the City is considering several other key initiatives including a 311 Call Center, citywide Work Order and Asset Management System, Billing/Collections System, and new Utility Billing System.

Additionally, the principal accountabilities associated with this position include, but are not limited to:

- Plans, organizes, and directs the activities and priorities of the Business Information Systems Division
- Responsible for overall management of system acquisitions and vendor support contract
- Providing overall support of citywide and departmental-based computer systems. This includes departmental client relationships, business systems analysis and needs assessments,



project management, system vendor coordination, and systems integration consulting

- Partnering with business units to develop solutions and provide "single point of contact" service between City departments and Technology Services Department
- Coordinating Division activities with other Technology Services operations
- Prepares, monitors and controls the Division budget
- Prepares oral and written reports for senior management, the City Manager and elected officials
- Selects, trains, evaluates and disciplines staff
- Performs other related duties as required

IDEAL CANDIDATE

Experience, Training & Education

This position requires excellent oral and written communication skills and strong leadership skills, with an emphasis on customer service. The ideal candidate will have a working knowledge of Oracle, SQL and other similar data base systems, in addition to



extensive experience with IT project management concepts and IT application development concepts in a multi-platform environment. A creative and innovative approach to solving problems will be viewed favorably. Graduation from an accredited university or college with a minimum of a Bachelor's degree is required, as well as a minimum of five years experience in computer-based application development, application support, or project management field(s). At least three years of experience must be in a supervisory or management role. Certification as a project management professional is highly desirable.

Professional Attributes

In addition to the foregoing requirements, the following attributes have been identified as being critical to the predictable success for the incoming Business Information Systems Officer:



- Capable of mentoring and developing staff, with a concentration toward realistic expectations of staff
- Decisive, yet willing to solicit input and encourage collaboration
- Willingness to “jump in and roll up your sleeves”
- Good presence, positive outlook and approachable
- Proactive – keep management informed and readily convey resource needs
- Comfortable communicating with management and employees at all levels within the organization, as well as with external vendors
- Solid knowledge of and experience with the principles of project management
- Capable of building rapport with clients
- Creative thinker and solutions-oriented

COMPENSATION & BENEFITS

The salary range for this position extends from \$80,309 to \$120,464, depending upon qualifications. The City's compensation package also encompasses a generous benefits package that includes:

Retirement – City currently offers CalPERS 2.7% @ 55 plan, coordinated with Social Security. Employee contributes 5% first year and declining percentages thereafter (1% per year and leveling off in fourth year at 2%).

Vacation – Twelve days after one year of service; 15 days after four years, six months of service; 20 days after 19 years, 6 months of service.

Sick Leave – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or

dental insurance premiums, or to pension credits.

Holidays – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.

Executive Leave – Five days per year.

Auto Allowance – \$180 per month.

Bereavement Leave – Three days for death or critical illness of family member, plus three days of accrued sick leave, if needed.

Health Insurance – Several plans are available: One HMO, two indemnity plan options and a point-of-service (POS) plan. The City pays part of the premium for employee and dependents depending on the health/dental plan selected.

Dental Insurance – Two dental plans are available for employees and dependents.

In-Hospital Indemnity – City-paid in-hospital indemnity plan for in-patient hospital stay.

Life Insurance – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.

Disability – City-paid short-term and long-term disability insurance.

Management Physical – Annual City-paid physical examination.

Deferred Compensation – Available through three plan providers.

Visit the City's website at www.longbeach.gov for detailed information regarding benefits and Department operations.

APPLICATION & RECRUITMENT SCHEDULE

The final filing deadline is **Friday, May 12, 2006**. To be considered for this very unique career opportunity, please submit a cover letter, your resume that reflects size (staff, budget) and scope of current/most recent organization and responsibilities, list of six work-related references, and current salary information. For additional information regarding this opportunity, please contact:



Christine Iams
CPS EXECUTIVE SEARCH
241 Lathrop Way
Sacramento, CA 95815
Tel 916.263.1401
Fax 916.561.7205
E-mail: resumes@cps.ca.gov
Website:
www.cps.ca.gov/search

Following the filing deadline, candidates with the most relevant qualifications will be invited to interview with a consultant in mid to late May. The City is anticipated to invite a smaller group of finalists for further interviews in early June. An appointment is anticipated by late June following thorough reference and background checks.

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.